

HPE Solution Support Services for Communications Service Providers

Support Policy Guidelines



Hewlett Packard Enterprise (HPE) Solution Support Services for Communications Service Providers (CSPs) Support Policy Guidelines establish our company's obligation to you, the client, with respect to our support offering. It reinforces our standardized approach to properly set your expectations.

HPE applications and network platforms for CSPs

The HPE network platforms lifecycle is different from the HPE applications lifecycle; so, the support policies are different during the active support and discontinuance period. The following tables provide detailed information.

Table 1. The HPE applications and network platforms for CSPs

Solutions	Platforms	Applications
Network & Digital Services— Digital Services Enablement	<ul style="list-style-type: none"> • Service Governance Framework (SGF) • Service Orchestration Manager (SOM) • Smart Interaction Server (SIS) • API Management Connectors 	<ul style="list-style-type: none"> • Aggregation platform for Software as a Service (AP4SaaS)
Network & Digital Services— Network Applications	<ul style="list-style-type: none"> • Multimedia Services Environment (MSE) • OpenCall Media Platform Media Resource Function (OCMP-MRF) • OC Convergent Communication Platform (OCCP) • OC Universal Signaling Platform (USP-M) • OC Service Access Controller (OC SAC) • OC Service Controller (OC SC) 	<ul style="list-style-type: none"> • WebRTC Gateway Controller (WGW)
Network & Digital Services— Device & Subscriber Identity Module (SIM) Management	<ul style="list-style-type: none"> • Dynamic SIM Provisioning (DSP) • Automatic Device Detection (ADD) • Remote SIM Provisioning (RSPM) • DSP First Time Attach (FTA) 	<ul style="list-style-type: none"> • Advanced Device Management Engine (ADME) • Central Equipment Identity Register (CEIR)
Internet of Things (IoT)		<ul style="list-style-type: none"> • Universal IoT platform (UIoT)
Actionable Customer Intelligence— Telecom Analytics and Revenue Intelligence		<ul style="list-style-type: none"> • Telecom Analytics Smart Profile Server (TASPS) • DRAGON • CentralView
Actionable Customer Intelligence— Mediation Policy and Charging	<ul style="list-style-type: none"> • Enhanced Interactive Unified Mediation (eIUM) • Device Entitlement Gateway (DEG) • SNAP (Subscriber, Network, and Application Policy)—Unified Policy Manager (UPM) • SNAP—Real Time Charging (RTC) • Subscription Manager (SM) • Intelligent Messaging (IM) • Virtual Diameter Routing Agent (vDRA) 	
Actionable Customer Intelligence— Subscriber Data Management		<ul style="list-style-type: none"> • Home Location Register • Integrated Home Subscriber Server (I-HSS) • Universal Identity Repository (UIR) • Intelligent Network Server (INS) • Position Determination Entity (PDE) • Location Enabled Server (LES) • Wi-Fi Authentication Gateway • Home Subscriber Server • Real Time Management Server (RTMS) • Diameter • INS SIP Services Framework (ISSF) • Short Message Point to Point Gateway (SMPP) • vSDM-Manager
Operations Support System (OSS)— Assurance		<ul style="list-style-type: none"> • Unified OSS Console (UOC) • TeMIP • Service Quality Manager (SQM) • Unified Correlation Analyzer (UCA) • Customer Experience Assurance (CEA) • Universal SLA Manager (USLAM) • Performance Manager (PM) • OSS Analytics (including Fault Analytics & Statistics)

Table 1. The HPE applications and network platforms for CSPs (continued)

Solutions	Platforms	Applications
Operations Support System (OSS)—Fulfillment		<ul style="list-style-type: none"> • Service Activator • TrueView Inventory & Reconciliation • Service Provisioner
Operations Support System (OSS)—Orchestration		<ul style="list-style-type: none"> • NFV Director • Service Director
Digital Video Services—Content Distribution		<ul style="list-style-type: none"> • HPE Telurio™ Cloud Digital Video Recorder (cDVR) • HPE Virtual Head End Manager (vHM)
Digital Video Services—Content Experience		<ul style="list-style-type: none"> • HPE Video Performance Platform (VPP)
Digital Video Services—Content Management		<ul style="list-style-type: none"> • Media Workflow Management (MWM)

Table 2. HPE Solution Support Services for CSPs standard, enhanced 24x7 and critical support matrix

Solutions	24X7 standard	24X7 enhanced	Critical ^[1]
Network & Digital Services—Digital Services Enablement	Available	Not available ^[2]	
Network & Digital Services—Network Applications	Not available	Available	Available ^[3]
Network & Digital Services—Device & SIM Management	Available	Available	Available
Internet of Things	Available	Available	
Actionable Customer Intelligence—Telecom Analytics and Revenue Intelligence	Available	Not available	
Actionable Customer Intelligence—Mediation Policy and Charging	Available	Available	
Actionable Customer Intelligence—Subscriber Data Management	Not available	Available	Available
Operations Support System—Assurance	Available	Available	
Operations Support System—Fulfillment	Available	Available	
Operations Support System—Orchestration	Available	Available	
Digital Video Services—Content Distribution	Available	Available ^[4]	
Digital Video Services—Content Experience	Available	Not available	
Digital Video Services—Content Management	Available	Available	

^[1] Available in certain geographies only

^[2] Except for Smart Interaction Server for IoT (Internet of Things) as a Service offerings, only when HPE IoT team hosts the Universal IoT Platform and the customer purchases the Smart Interaction Platform

^[3] Except for HPE WebRTC Gateway Controller (WGW)

^[4] Except for HPE Virtual Head End Manager (vHM)



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